Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**			
			High	Low	Medium	FCR Total
Environmental Quality	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 7	0 0	7 7
		Eileen Dubach	0 0	4 4	0 0	4 4
		James Stearns	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	6 6	0 0	6 6

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Help Desk	**Assigned to Individual Total**	0 0	20 19	0 0	20 19
	Metro B Desktop Support	Anthony Booyse	0 0	9 0	0 0	9 0
		Bill Crowther	0 0	27 5	1 0	28 5
		Cindy Reed	0 0	2 0	1 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Michael Barth	0 0	7 0	0 0	7 0
		Tyler Pearce	1 0	11 1	0 0	12 1
		Wayne Higgs	0 0	6 1	0 0	6 1
		Assigned to Individual Total	1 0	69 7	2 0	72 7
	Metro B Help Desk	Ed Conrad	0 0	4 3	0 0	4 3
		Gary Graham	0 0	9 5	0 0	9 5
		Janet Hongsyvilay	1 1	11 7	0 0	12 8
		Val Shepherd	0 0	13 8	0 0	13 8

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	1 1	37 23	0 0	38 24
	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro D Desktop Support	Philip Henderson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Voice Operations	Romanza Hamblin Sorensen	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Voice/Data/WAN Services	Mike Johnson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		2 1	143 54	2 0	147 55
Customer Company Total			2 1	143 54	2 0	147 55

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Environmental Quality	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	6 0	0 0	6 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Help Desk	**Assigned to Individual Total**	0 0	20 0	0 0	20 0
	Metro B Desktop Support	Anthony Booyse	0 0	9 0	0 0	9 0
		Bill Crowther	0 0	27 1	1 0	28 1
		Cindy Reed	0 0	2 0	1 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Michael Barth	0 0	7 0	0 0	7 0
		Tyler Pearce	1 0	11 0	0 0	12 0
		Wayne Higgs	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	69 1	2 0	72 1
	Metro B Help Desk	Ed Conrad	0 0	4 0	0 0	4 0
		Gary Graham	0 0	9 0	0 0	9 0
		Janet Hongsyvilay	1 0	11 0	0 0	12 0
		Val Shepherd	0 0	13 0	0 0	13 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	1 0	37 0	0 0	38 0
	Metro B Hosting	Greg Taylor	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C Help Desk	Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Philip Henderson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Assigned Group Total		2 0	143 3	2 0	147 3
Customer Company Total			2 0	143 3	2 0	147 3

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Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	**Low**	**Medium**	**ATTIR Total**
Environmental Quality	Application Services	Bart Purser	0 0.00	1 0.90	0 0.00	1 0.90
		Martin Gonzalez	0 0.00	1 0.03	0 0.00	1 0.03
		Tony Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.31	0 0.00	3 0.31
	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	0 0.00	1 0.31
	Help Desk	Brenda Treadway	0 0.00	7 0.02	0 0.00	7 0.02
		Eileen Dubach	0 0.00	4 0.02	0 0.00	4 0.02
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.11	0 0.00	1 0.11
		Vicky Marrelli	0 0.00	6 0.00	0 0.00	6 0.00

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Help Desk	Assigned to Individual Total	0 0.00	20 0.01	0 0.00	20 0.01
	Metro B Desktop Support	Anthony Booyse	0 0.00	9 0.26	0 0.00	9 0.26
		Bill Crowther	0 0.00	27 0.30	1 0.40	28 0.30
		Cindy Reed	0 0.00	2 0.02	1 0.06	3 0.03
		Jay Locker	0 0.00	2 0.09	0 0.00	2 0.09
		Ken Bolkcom	0 0.00	5 0.09	0 0.00	5 0.09
		Michael Barth	0 0.00	7 0.15	0 0.00	7 0.15
		Tyler Pearce	1 0.09	11 0.13	0 0.00	12 0.12
		Wayne Higgs	0 0.00	6 0.11	0 0.00	6 0.11
		Assigned to Individual Total	1 0.09	69 0.21	2 0.23	72 0.21
	Metro B Help Desk	Ed Conrad	0 0.00	4 0.13	0 0.00	4 0.13
		Gary Graham	0 0.00	9 0.09	0 0.00	9 0.09
		Janet Hongsyvilay	1 0.00	11 0.14	0 0.00	12 0.13
		Val Shepherd	0 0.00	13 0.03	0 0.00	13 0.03

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Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	1 0.00	37 0.09	0 0.00	38 0.08
	Metro B Hosting	Greg Taylor	0 0.00	1 3.66	0 0.00	1 3.66
		Assigned to Individual Total	0 0.00	1 3.66	0 0.00	1 3.66
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Philip Henderson	0 0.00	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	0 0.00	1 0.45	0 0.00	1 0.45
	Security	Garry Gregson	0 0.00	1 0.16	0 0.00	1 0.16
		Jed Johnson	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	2 0.37	0 0.00	2 0.37
	Strategic Communications	Dennis Rogers	0 0.00	1 0.19	0 0.00	1 0.19
		Luis Larios	0 0.00	2 0.58	0 0.00	2 0.58
		Assigned to Individual Total	0 0.00	3 0.45	0 0.00	3 0.45
	Voice Operations	Kelly Johnson	0 0.00	1 0.31	0 0.00	1 0.31

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.14	0 0.00	2 0.14
		Assigned to Individual Total	0 0.00	3 0.19	0 0.00	3 0.19
	Voice/Data/WAN Services	Mike Johnson	0 0.00	2 1.21	0 0.00	2 1.21
		Assigned to Individual Total	0 0.00	2 1.21	0 0.00	2 1.21
	Assigned Group Total		2 0.04	143 0.20	2 0.23	147 0.20
Customer Company Total			2 0.04	143 0.20	2 0.23	147 0.20

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Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Environmental Quality	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	6 0	0 0	6 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Help Desk	**Assigned to Individual Total**	0 0	20 0	0 0	20 0
	Metro B Desktop Support	Anthony Booyse	0 0	9 0	0 0	9 0
		Bill Crowther	0 0	27 0	1 0	28 0
		Cindy Reed	0 0	2 0	1 0	3 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	5 0	0 0	5 0
		Michael Barth	0 0	7 0	0 0	7 0
		Tyler Pearce	1 0	11 0	0 0	12 0
		Wayne Higgs	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	69 0	2 0	72 0
	Metro B Help Desk	Ed Conrad	0 0	4 0	0 0	4 0
		Gary Graham	0 0	9 0	0 0	9 0
		Janet Hongsyvilay	1 0	11 0	0 0	12 0
		Val Shepherd	0 0	13 0	0 0	13 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Help Desk	Assigned to Individual Total	1 0	37 0	0 0	38 0
	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Philip Henderson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Luis Larios	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0

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Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	143 4	2 0	147 4
Customer Company Total			2 0	143 4	2 0	147 4

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Bart Purser	0 0.00	1 8.75	0 0.00	1 8.75
		Martin Gonzalez	0 0.00	1 9.47	0 0.00	1 9.47
		Tony Larsen	0 0.00	1 3.47	0 0.00	1 3.47
		Assigned to Individual Total	0 0.00	3 7.23	0 0.00	3 7.23
	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	1 0.32	0 0.00	1 0.32
	Help Desk	Brenda Treadway	0 0.00	7 0.04	0 0.00	7 0.04
		Eileen Dubach	0 0.00	4 0.02	0 0.00	4 0.02
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.48	0 0.00	1 0.48
		Vicky Marrelli	0 0.00	6 0.00	0 0.00	6 0.00

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Help Desk	**Assigned to Individual Total**	0 0.00	20 0.04	0 0.00	20 0.04
	Metro B Desktop Support	Anthony Booyse	0 0.00	9 0.92	0 0.00	9 0.92
		Bill Crowther	0 0.00	27 1.49	1 0.73	28 1.46
		Cindy Reed	0 0.00	2 1.16	1 0.58	3 0.96
		Jay Locker	0 0.00	2 0.51	0 0.00	2 0.51
		Ken Bolkcom	0 0.00	5 0.95	0 0.00	5 0.95
		Michael Barth	0 0.00	7 1.04	0 0.00	7 1.04
		Tyler Pearce	1 0.10	11 0.91	0 0.00	12 0.84
		Wayne Higgs	0 0.00	6 1.61	0 0.00	6 1.61
		Assigned to Individual Total	1 0.10	69 1.21	2 0.66	72 1.18
	Metro B Help Desk	Ed Conrad	0 0.00	4 0.32	0 0.00	4 0.32
		Gary Graham	0 0.00	9 0.17	0 0.00	9 0.17
		Janet Hongsyvilay	1 0.02	11 0.35	0 0.00	12 0.33
		Val Shepherd	0 0.00	13 0.05	0 0.00	13 0.05

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Help Desk	**Assigned to Individual Total**	1 0.02	37 0.20	0 0.00	38 0.19
	Metro B Hosting	Greg Taylor	0 0.00	1 3.66	0 0.00	1 3.66
		Assigned to Individual Total	0 0.00	1 3.66	0 0.00	1 3.66
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Philip Henderson	0 0.00	1 1.40	0 0.00	1 1.40
		Assigned to Individual Total	0 0.00	1 1.40	0 0.00	1 1.40
	Security	Garry Gregson	0 0.00	1 0.23	0 0.00	1 0.23
		Jed Johnson	0 0.00	1 1.60	0 0.00	1 1.60
		Assigned to Individual Total	0 0.00	2 0.91	0 0.00	2 0.91
	Strategic Communications	Dennis Rogers	0 0.00	1 12.69	0 0.00	1 12.69
		Luis Larios	0 0.00	2 4.81	0 0.00	2 4.81
		Assigned to Individual Total	0 0.00	3 7.44	0 0.00	3 7.44
	Voice Operations	Kelly Johnson	0 0.00	1 0.41	0 0.00	1 0.41

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.53	0 0.00	2 0.53
		Assigned to Individual Total	0 0.00	3 0.49	0 0.00	3 0.49
	Voice/Data/WAN Services	Mike Johnson	0 0.00	2 1.36	0 0.00	2 1.36
		Assigned to Individual Total	0 0.00	2 1.36	0 0.00	2 1.36
	Assigned Group Total		2 0.06	143 1.03	2 0.66	147 1.01
Customer Company Total			2 0.06	143 1.03	2 0.66	147 1.01

Environmental Quality

Detail

Incident	Name	Category	Type	Item		TIR/TTR Missed		Hours
INC000000448124	Pam Jacob	Application	Error	None		TIR Missed: Yes		3.66
Metro B Hosting		Greg Taylor	Environmental Quality	Low	Closed	TTR Missed: No		3.66
INC000000468980	Christopher Bittner	None	None	None		TIR Missed: No		0.00
Application Services		Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: No		3.47
INC000000469167	Michelle Weis	Application	Error	None		TIR Missed: No		0.54
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		1.11
INC000000470666	Doug Wong	None	None	None		TIR Missed: No		0.00
Metro B Help Desk		Ed Conrad	Environmental Quality	Low	Closed	TTR Missed: No		0.62
INC000000470936	Elisa Smith	PC/Laptop	Error	None		TIR Missed: No		0.12
Help Desk		Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No		0.26
INC000000471047	Steven Onysko	None	None	Adobe Photoshop		TIR Missed: No		0.29
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		2.53
INC000000471221	Neil Taylor	PC/Laptop	Error	None		TIR Missed: No		0.40
Metro B Desktop Support		Bill Crowther	Environmental Quality	Medium	Closed	TTR Missed: No		0.73
INC000000471357	Laurie Leib	None	None	None		TIR Missed: No		0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		1.01
INC000000471549	Craig W Jones	None	None	Gmail		TIR Missed: No		0.31
Capitol Hosting		Mike Tyrrell	Environmental Quality	Low	Closed	TTR Missed: No		0.32
INC000000471576	Sonja Robinson	None	None	None		TIR Missed: No		0.06
Metro B Desktop Support		Cindy Reed	Environmental Quality	Medium	Closed	TTR Missed: No		0.58
INC000000471629	Emilie Flemer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
Help Desk		James Stearns	Environmental Quality	Low	Closed	TTR Missed: No		0.00
INC000000471775	Arlene Lovato	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.25
Metro B Desktop Support		Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No		3.08
INC000000472187	Scott Daly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
Help Desk		Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No		0.00
INC000000472272	Dave McNeill	PC/Laptop	Error	None		TIR Missed: No		0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		2.45
INC000000472297	Jeffrey Ostermiller	Application	None	Novell GroupWise		TIR Missed: No		0.30
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No		0.37
INC000000472308	Kevin Carney	PC/Laptop	Hardware	None		TIR Missed: No		0.29
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No		1.28

Environmental Quality						

INC000000472333	Heather Mickelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000472372	Svetlana Kopytkovskiy	Application	None	Adobe Acrobat	TIR Missed: No	0.52
Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Closed	TTR Missed: No	0.66
INC000000472435	Daniel English	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000472441	Daniel English	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.52
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	1.09
INC000000473140	Carolyn Fritz	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.67
INC000000473148	Daniel English	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000473322	Jeri P Olsen	Application	Error	None	TIR Missed: No	0.60
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.66
INC000000473352	Frank Stehno	Application	Reporting	None	TIR Missed: No	0.11
Help Desk	Sarah Johnson	Environmental Quality	Low	Closed	TTR Missed: No	0.48
INC000000473386	Jim Martin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000473393	Sonja Robinson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.38
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.29
INC000000473403	Bryce Bird	Application	Error	Microsoft Office	TIR Missed: No	0.67
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	4.65
INC000000473703	Marc Earnhardt	Application	Error	Microsoft Office	TIR Missed: No	0.26
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed: No	1.10
INC000000473826	Tad Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000474045	David Hansen	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.76
INC000000474086	Lori Knudsen	PC/Laptop	None	None	TIR Missed: No	0.71
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.98
INC000000474122	Melissa Yazhe	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000474123	Sonja Robinson	EIS Hardware	Printer	None	TIR Missed: No	0.74
Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	7.54

Environmental Quality

INC000000474204	Harold Sandbeck	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	1.52
INC000000474239	Kim Shelley	Application	None	Adobe Acrobat		TIR Missed: No	0.14
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed		TTR Missed: No	0.40
INC000000474326	Spencer Wickham	None	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed		TTR Missed: No	0.35
INC000000474339	Carolyn Fritz	None	None	None		TIR Missed: No	0.59
Security	Jed Johnson	Environmental Quality	Low	Closed		TTR Missed: No	1.60
INC000000474453	Connie Rauen	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed		TTR Missed: No	0.13
INC000000474469	Megan K Walsh	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed		TTR Missed: No	0.11
INC000000474503	Edith Barker	Application	Error	None		TIR Missed: No	0.08
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	1.80
INC000000474698	Tom Orth	Network	None	None		TIR Missed: No	0.45
Metro D Desktop Support	Philip Henderson	Environmental Quality	Low	Closed		TTR Missed: No	1.40
INC000000474755	Spencer Wickham	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000475010	Emilie Flemer	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed		TTR Missed: No	5.59
INC000000475045	Roy Vanos	Application	Error	None		TIR Missed: No	0.22
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	0.77
INC000000475171	Kathy Barker	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed		TTR Missed: No	0.41
INC000000475193	Marianne Booth	PC/Laptop	Hardware	None		TIR Missed: No	0.47
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	1.60
INC000000475744	Suzan Tahir	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000476141	Craig W Jones	None	None	Novell iPrint		TIR Missed: No	0.13
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed		TTR Missed: No	0.62
INC000000476479	Krisi Schaff	PC/Laptop	Hardware	None		TIR Missed: No	0.58
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	1.83
INC000000476765	Bill Damery	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed		TTR Missed: No	0.00

Environmental Quality

INC000000476793	Candace Cady	Application	None	Dreamweaver	TIR Missed: No	0.15
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	1.47
INC000000476951	Hans Millican	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000476973	Mark Jensen	Application	Error	None	TIR Missed: No	0.07
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.12
INC000000477014	Bartly Mathews	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	2.22
INC000000477026	Lonnie Shull III	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	0.04
INC000000477032	Mark Hansen	Application	Error	None	TIR Missed: No	0.07
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.14
INC000000477123	David Hansen	Application	Error	PDF Complete	TIR Missed: No	0.05
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.76
INC000000477268	Don Verbica	Application	Error	Adobe Acrobat	TIR Missed: No	0.99
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.99
INC000000477623	Sonja Robinson	PC/Laptop	None	None	TIR Missed: No	0.17
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.17
INC000000478340	Debbie Oberndorfer	PC/Laptop	Virus	None	TIR Missed: No	0.04
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	1.00
INC000000478345	Craig Barnitz	None	None	None	TIR Missed: No	0.04
Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Closed	TTR Missed: No	1.50
INC000000478368	Sheila Stone	PC/Laptop	Virus	None	TIR Missed: No	0.25
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.99
INC000000478409	Rick Page	PC/Laptop	Virus	None	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Closed	TTR Missed: No	0.81
INC000000478430	Boyd Swenson	PC/Laptop	Virus	None	TIR Missed: No	0.24
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	2.90
INC000000478489	Jon Parry	PC/Laptop	Virus	None	TIR Missed: No	0.07
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.07
INC000000478509	John Hultquist	PC/Laptop	Virus	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	1.11
INC000000478515	Paul Harding	PC/Laptop	Virus	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.53

Environmental Quality

Incident	Requester	Category 1	Category 2	Product	Group	Assignee	Service	Priority	Status	TIR Missed	TTR Missed	Value
INC000000478524	Stacee Adams	None	None	None						TIR Missed: No		0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality					Low	Closed		TTR Missed: No	1.53
INC000000478649	Reginald Olsen	Application	None	Novell GroupWise						TIR Missed: No		0.11
	Metro B Desktop Support	Bill Crowther	Environmental Quality					Low	Resolved		TTR Missed: No	1.63
INC000000478681	John Oakeson	None	None	None						TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality					Low	Closed		TTR Missed: No	0.00
INC000000478832	Michael Moss	PC/Laptop	Performance	None						TIR Missed: No		0.74
	Metro B Desktop Support	Bill Crowther	Environmental Quality					Low	Closed		TTR Missed: No	1.68
INC000000479271	Patti Fauver	Network	Error	Novell Client for 32-bit Windows						TIR Missed: No		0.05
	Metro B Help Desk	Gary Graham	Environmental Quality					Low	Closed		TTR Missed: No	0.43
INC000000479686	Tony Howes	None	None	None						TIR Missed: No		0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality					Low	Closed		TTR Missed: No	0.09
INC000000479689	Stacee Adams	None	None	None						TIR Missed: No		0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality					Low	Resolved		TTR Missed: No	0.07
INC000000479864	Michelle Horning	None	None	None						TIR Missed: No		0.04
	Metro B Desktop Support	Jay Locker	Environmental Quality					Low	Resolved		TTR Missed: No	0.12
INC000000480158	Mary Fugate	None	None	None						TIR Missed: No		0.00
	Metro B Help Desk	Ed Conrad	Environmental Quality					Low	Closed		TTR Missed: No	0.00
INC000000480479	Connie Rauen	Network	Password	Novell Client for 32-bit Windows						TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Environmental Quality					Low	Resolved		TTR Missed: No	0.00
INC000000480859	Bowen A Call	Network	Password	Novell Client for 32-bit Windows						TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Environmental Quality					Low	Resolved		TTR Missed: No	0.00
INC000000480963	Lisa Mechem	Application	Password	ZENworks for Desktops						TIR Missed: No		0.07
	Help Desk	Eileen Dubach	Environmental Quality					Low	Resolved		TTR Missed: No	0.07
INC000000481019	Neil Taylor	Application	None	Novell GroupWise						TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality					Low	Resolved		TTR Missed: No	0.00
INC000000481234	Michael George Jr	None	None	None						TIR Missed: No		0.14
	Metro B Desktop Support	Anthony Booyse	Environmental Quality					Low	Resolved		TTR Missed: No	0.14
INC000000481458	Delene Stevenson	Telecom	Hardware	Telephone						TIR Missed: No		0.27
	Voice/Data/WAN Services	Mike Johnson	Environmental Quality					Low	Resolved		TTR Missed: No	0.50
INC000000481467	Carolyn Fritz	None	None	None						TIR Missed: No		0.22
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality					Low	Resolved		TTR Missed: No	0.70
INC000000481563	Tim Andrus	Network	Error	Novell Client for 32-bit Windows						TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality					Low	Resolved		TTR Missed: No	0.02

Environmental Quality

INC000000481575	Amy Dickey	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	0.02
INC000000481579	Rich Peterson	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	0.43
INC000000481623	Ilene Staker	Telecom	Hardware	Telephone	TIR Missed:	Yes	2.15
Voice/Data/WAN Services	Mike Johnson	Environmental Quality	Low	Resolved	TTR Missed:	No	2.22
INC000000481915	Daniela Walsh	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	0.03
INC000000481960	Neil Taylor	Network	Incident	None	TIR Missed:	No	0.09
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	0.34
INC000000481993	Mike Shupryt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000482159	Mat Carlile	Application	Error	Novell GroupWise	TIR Missed:	No	0.60
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed:	No	0.98
INC000000482300	Connie Rauen	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.10
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed:	No	0.19
INC000000482307	Connie Rauen	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000482352	Jim Lansbarkis	None	None	None	TIR Missed:	No	0.16
Security	Garry Gregson	Environmental Quality	Low	Resolved	TTR Missed:	No	0.23
INC000000482358	JD Keetley	Application	None	Novell GroupWise	TIR Missed:	No	0.90
Application Services	Bart Purser	Environmental Quality	Low	Resolved	TTR Missed:	Yes	8.75
INC000000482505	Jeffrey Barrett	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000482552	Colleen Delaney	None	None	Microsoft Excel	TIR Missed:	No	0.07
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	0.51
INC000000482679	Faye Bell	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000482762	Patrick Sheehan	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000482790	Jinnie Edgar	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000483329	Rick Page	PC/Laptop	Hardware	None	TIR Missed:	No	0.12
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	0.38

Environmental Quality

INC000000483402	Jeffrey Ostermiller	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.10
INC000000483878	Carolyn koeven	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.93
INC000000483889	Michael Yang	None	None	None	TIR Missed: No	0.48
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	2.68
INC000000484035	Ken Bousfield	Network	Incident	None	TIR Missed: No	0.27
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000484163	David Hansen	Network	None	None	TIR Missed: No	0.11
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.22
INC000000484246	Michael George Jr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000484258	Karma Kehler	Application	Error	None	TIR Missed: No	0.80
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.04
INC000000484610	Marsha Case	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000484615	John Oakeson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.77
INC000000484629	Mark Jensen	None	None	Gmail	TIR Missed: No	0.03
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: Yes	9.47
INC000000484632	Beverly Rasmussen	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	High	Resolved	TTR Missed: No	0.02
INC000000484682	Jim Bowcutt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000484709	Candace Cady	Application	Reporting	WinZip	TIR Missed: No	0.17
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	2.52
INC000000484783	Bill Damery	None	None	Building Self-Inspection Web Sit	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.56
INC000000485097	Kathy Lundy	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.02
INC000000485125	Renette Anderson	None	None	None	TIR Missed: No	0.22
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	1.26
INC000000485134	Bryce Bird	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.54

Environmental Quality

INC000000485139	Andrea Riddle	Application	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	2.78
INC000000485187	Mark Berger	Application	Error	None		TIR Missed: No	0.52
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	1.63
INC000000485273	Nicole Carrell	None	None	None		TIR Missed: No	0.52
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.95
INC000000485524	Michael Moss	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000485553	David Hansen	Application	None	Microsoft PowerPoint		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.90
INC000000485618	Lori Knudsen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
INC000000485752	Robert Grandy	Application	Error	Employee Gateway		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.37
INC000000485930	Kiera Harper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000485934	Margaret Hand	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
INC000000486049	Mark Jensen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000486610	Megan K Walsh	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	0.88
INC000000486612	Paul Mcconkie	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000486634	Doug Wong	Application	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.30
INC000000486656	Ronald Reece	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000486760	Debbie Oberndorfer	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.09
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	High	Resolved	TTR Missed: No	0.10
INC000000486843	Debbie Oberndorfer	EIS Hardware	Printer	None		TIR Missed: No	0.19
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: Yes	12.69
INC000000486850	Karen H Keller	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.49

Environmental Quality

INC000000486854	Jalynn Knudsen	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.03
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved		TTR Missed: No	2.14
INC000000486862	Paul Mcconkie	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved		TTR Missed: No	0.00
INC000000486937	Megan K Walsh	Mobile Devices	None	None			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved		TTR Missed: No	0.00
INC000000487315	Michelle Weis	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Resolved		TTR Missed: No	0.00
INC000000487437	Edith Barker	Application	Error	Internet Explorer			TIR Missed: Yes	1.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	1.97
INC000000487471	Bruce Hagans	None	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Environmental Quality	Low	Resolved		TTR Missed: No	0.00
INC000000487668	Kim Shelley	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved		TTR Missed: No	0.00
INC000000487895	Elden Olsen	Application	Error	None			TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	1.21
INC000000488206	Kim Shelley	Network	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved		TTR Missed: No	0.03
INC000000488351	Melissa Copfer	EIS Hardware	Printer	None			TIR Missed: No	0.41
	Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved		TTR Missed: No	2.08
INC000000488372	Linda Matulich	Application	None	None			TIR Missed: No	0.39
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved		TTR Missed: No	0.75
INC000000488661	Bartly Mathews	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved		TTR Missed: No	0.00